

Employee Manual



The policies and procedures in this manual are not intended to be contractual commitments by ALL STAR CLEANING SERVICES (ASCS), and employees shall not construe them as such. We are an at-will employer and will make all decisions accordingly.

ALL STAR CLEANING SERVICES reserves the right to revoke, change or supplement guidelines at any time without notice.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

ALL STAR CLEANING SERVICES
1419 Riverside Ave
Unit C
Fort Collins, CO 80524
Office Phone (970) 215-2224
Revised: February 7th, 2018

WELCOME.....	3
OUR MISSION.....	3
CORE VALUES.....	3
EQUAL OPPORTUNITY	3
SEXUAL HARASSMENT.....	3
SUBSTANCE ABUSE.....	4
SMOKING	4
RETURN TO WORK AFTER SERIOUS INJURY OR ILLNESS	4
TERMINATION.....	4
WORKDAY.....	6
PAYROLL	6
OVERTIME.....	6
PAYROLL DRAWS	6
MEAL PERIODS	6
TIME OFF REQUESTS (TOR)	6
ATTENDANCE POLICY	6
SCHEDULING AND AVAILABILITY	7
PAID TIME OFF (PTO) INCENTIVE PROGRAM	8
HEALTH BENEFITS.....	8
VACATION	8
HOLIDAYS	8
MEDICAL LEAVE OF ABSENCE	9
BEREAVEMENT LEAVE	9
JURY DUTY	9
TRANSPORTATION	9
PRIVACY	10
TELEPHONE	10
NO CONTACT RULE	10
CONDUCT	11
SOCIAL MEDIA.....	11
DOOR & ALARM CODES.....	11
THEFT.....	11
DAILY TEAM RECORDS	11
INSPECTIONS	12
QUALITY DRIVEN	12
QUALITY SCORE.....	13

Welcome

Welcome to the All Star Cleaning Services team! We are thrilled to have you and hope you find your employment with us to be an exciting, rewarding experience!

Our Mission

Our mission is to connect with each client and their home as the unique individuals that they are. We will take personal responsibility for the experience of each of our clients, and strive to foster a positive relationship through communication, creativity, and a passion for improving the lives of those we serve.

Core Values

We take Personal Responsibility for the experience people have with our company
We strive for Continual Improvement in everything we do
We practice Open Communication
We foster meaningful Connection – with our clients, our co-workers, and our community
We truly Care

Equal Opportunity

ASCS is an equal opportunity employer. It is our policy to select the best-qualified person for each position in the organization.

No employee of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, sexual orientation, religion, sex, national origin, ancestry, age, veteran status, or physical or mental disability.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay, and other forms of compensation or overtime.

ASCS will not pay wages to any employee at a rate less than the company pays employees of the opposite sex for work that is substantially equivalent requiring comparable skills. This policy is to be construed in accordance with applicable federal and state laws and regulations.

Sexual Harassment

ASCS will not allow any form of sexual harassment within the work environment. Sexual harassment interferes with work performance; creates an intimidating, hostile, or offensive work environment. Sexual harassment influences or tends to affect the career, salary, working conditions, responsibilities, duties, or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment. It will not be tolerated.

Sexual harassment, as defined in this policy, includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature [e.g., signs and posters], or requests for sexual favors.

Substance Abuse

ASCS reserves the right to request employees to submit to drug testing:

- As a condition of continued employment
- Upon reasonable suspicion
- Following any accident that caused a reportable injury or more than \$100.00 property damage

Employees may be terminated for their refusal to submit to testing or who test positive for drugs or alcohol. Employees will be terminated for misconduct and may be denied unemployment benefits.

If a test is positive, the employee has 48 hours to explain the results and obtain a retest. If the results of the retest are negative the employer must pay for the cost; if they are positive, the employee must pay.

Smoking

Employees are encouraged not to smoke. However, ASCS recognizes that the decision to smoke or not to smoke is a personal one. During working hours, our policy is to limit smoking to outside the office, and in between job sites only when you are not in direct view of a client's home. Employees shall use designated receptacles for disposal of all smoking related items. Smoking in vehicles is allowed only if all passengers are in agreement.

Return to Work After Serious Injury or Illness

As a joint protection to the employee and the company, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than 3 consecutive days or one which may limit the employee's future performance of regular duties or assignments.

If the cause of the employee's illness or injury was job-related, management will make every reasonable effort to assign the returning employee to assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before recovery can be assumed.

Termination

Resignation

Two (2) weeks is the expected amount of notice for an employee to give prior to leaving the company. An employee failing to give two weeks notice prior to resigning will result in receiving minimum wage for hours worked in an employee's final paycheck. You may be terminated and will not be eligible for rehire if you fail to report to work without contacting management. Such termination will be considered voluntary resignation without notice. All resignations MUST be submitted in writing.

Dismissal

Substandard Performance — An employee may be discharged if his or her performance is unacceptable. Management shall strive to counsel the employee concerning performance deficiencies, provide direction for improvement, and warn the employee of possible termination if performance does not improve within a defined period of time. Management expects to be alerted to any underlying reasons for performance deficiencies such as personal problems or substance abuse.

Misconduct — Certain actions are deemed so detrimental to the Company that they may warrant immediate dismissal. Although it is impossible to list all such offenses, the following offenses will subject the employee to disciplinary action, up to and including termination:

- Theft, embezzlement.
- Inaccurate timesheet.
- Selling any product or service to ASCS clients
- Leaving cleaning job site without management approval
- Conducting unauthorized business on Company time.
- Unauthorized use of Company equipment.
- Dangerous horseplay and practical jokes.
- Reporting to work under the influence of alcohol or the use of intoxicating beverages on Company or job premises.
- Reporting to work under the influence of illegal drugs or prescription drugs not prescribed for the employee by a physician, or the sale, offer, possession or use of such drugs on or off Company or job premises.
- Using threatening or abusive language.
- Insubordination - refusing to obey instructions or to perform work as directed by a supervisor or other proper authority.
- Falsification of personnel or other Company records (including doctors notes).
- Physical assault or threats of physical violence upon anyone.
- Damage to Company equipment or property by an intentional act or one of gross negligence.
- Damage to a customer's home or possessions by an intentional act or one of gross negligence.
- Failure to report damage to a customer's home or possessions.
- Failure to report for work without calling management directly by 7:30 a.m.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on company premises or while on duty.

Termination resulting from misconduct shall be entered into the employee's personnel file immediately and the employee will be considered ineligible for rehire.

Layoff

When a reduction in workforce is necessary or if one or more positions are eliminated, employees will be identified for layoff after evaluating the following factors:

1. Company work requirements;
2. Employee's abilities, experience, and skill;
3. Employee's potential for reassignment within the organization; and

4. Length of service.

Workday

ASCS is open for business from 8:30am – until we are done, Monday through Friday. Working hours will be determined by the assignments you receive and may fluctuate from day to day and week to week. The nature of our business sometimes demands workday or workweek hours different than those set forth above. No employee is guaranteed a fixed number of hours.

Payroll

Our employees are paid every week on Fridays, 52 times annually. Paychecks are available after 3pm. The pay period runs from Monday - Sunday each week. There is a one-week overlap in pay.

Overtime

It is possible that at some time you will be requested to work more hours and/or over time. Under the present laws, you are entitled to overtime pay when you work more than 40 hours a week. Overtime is paid at one and one half times your regular rate of pay. Time off is not considered hours worked when computing total hours for a week that may include overtime.

Payroll Draws

An employee payroll draw is a temporary pay advance of an amount no more than \$200.00, which will be deducted from the employee's paycheck on the following payday. Employees may take only one payroll draw per pay period of not more than has been earned at the time of request. The determination to grant or reject a payroll draw request is made at the sole discretion of ASCS.

Meal Periods

The lunch period for all employees is 30 minutes, which is unpaid. ASCS expects employees to take their lunch break between job assignments. Eating in clients' homes is not allowed.

Time off Requests (TOR)

Employees are expected to work all weekdays except New Year's Day, July 4th, Thanksgiving, & Christmas Day. TOR are expected to be turned in a minimum of one week in advance, two weeks if you are requesting more than 2 consecutive days off. Submission of TOR does NOT guarantee approval. TOR will be approved on a first-come first-served basis and only when able to ensure the integrity of ASCS's reliability.

Attendance Policy

We hire you because we need you to be here. Bottom line, you are granted up to 4 weeks total time off per year – planned and unplanned combined, with no more than 5

unplanned days (call offs) per 6 month period, or 2 per 30 day period. More than that may result in termination for unreliability.

1. All call-offs must be called in to the office line or the robot phone by 7:30 am, and 1 point will be assessed. Do not call a supervisor's personal phone.
2. A call of during the first 30 days of employment will have 2 points assessed.
3. All unplanned absences are considered equal - there is no differentiation made between excused and unexcused absences.
4. Multiple day call-offs will count as a single absence if days are consecutive, up to a maximum of 5 days.
5. If you leave early but have completed at least 50% of your job assignments 1/2 of a point will be assessed. If an employee must leave the job early they must find their own transportation home if they are working with a team.
6. If you come in late but still complete at least 50% of our job assignments 1/2 of a point will be assessed IF you have called in by 7:30 am.
7. Failure to follow proper call-off procedures (see #1) will be considered a no-call, no-show.
8. If you will be late you must call the office! If your teammate leaves before you arrive it will be considered a no-call, no-show.
9. Arriving more than 5 minutes late will result in a tardy notation in your attendance file.
10. Requests for time off must be submitted no less than one week in advance, or two weeks for absences of more than 2 days. If you submit your request outside of this timeframe, or if your time off cannot be approved, you may choose to use one of your unplanned absences if available. 1 point will be assessed for all unexcused time off.

All Employees are expected to monitor their own attendance via the weekly reports provided.

Grounds for Dismissal:

1. One no-call, no-show.
2. More than 2 points accumulated in a 1 month period, or 5 points in a 6 month period.
3. More than 3 tardies in a 30 day period.
4. If an employee walks off the job premises without permission from a supervisor, they will be considered to have resigned their employment.
5. Missing more than 20 total days per year, including requested and approved time off.

Scheduling and Availability

Employees are expected to be available from 8:30am - 5:30pm unless other arrangements have been made in advance with management. Workdays may vary in length due to demand for cleaning services on that day, customer cancellations or re-schedules. Full time employees generally work approximately 36 to 42 hours per week.

If it appears that your team will get off early, please do not make plans outside of work until you have verified that no teams need help. When you arrive back at the office if management requests that you help a team, you are required to do so cheerfully.

Paid Time Off (PTO) Incentive Program

PTO coupons are earned as follows:

Quarterly quality statistics reports are issued on January 1st, April 1st, July 1st, and October 1st. PTO coupons are an earned incentive program not considered part of the employee's total compensation package. They are granted based on the average quality score for the quarter, and for this reason the employee must be employed with the company for the entire quarter in order to qualify for earned PTO.

A quality score for the quarter averaging 3.6 - 3.74 earns the employee 1 paid day off. A quality score for the quarter averaging 3.75+ earns the employee 2 paid days off. A quality score below 3.6 average for the quarter does not qualify for PTO for that quarter. If an employee quits with less than two weeks notice or is fired for cause, all accumulated PTO is forfeited. If an employee uses their PTO and then quits with less than two weeks notice within 30 days of the date of a PTO disbursement, the value of PTO disbursed shall be withheld from the employee's final paycheck. All PTO coupons are to be treated as cash and will not be replaced if lost.

Health Benefits

All full time employees of ASCS are eligible for health insurance after 60 days of employment. The company pays 50% of the base company-sponsored insurance plan, and the employee may choose to buy up or down into a different plan at their discretion. Dental and/or vision insurance is also available after 60 days of employment. The employee is responsible for 100% of the premium for dental and vision (we have great group rates though!) See benefits package for more information.

Vacation

Employees may request permission from their supervisor/manager to take up to two weeks of paid or unpaid vacation time, depending on PTO available.

Employees are responsible for planning ahead for vacation and working out a complete schedule with their supervisor/manager. Normally, four-week advance notice of vacation is expected and necessary to ensure scheduling of work.

Holidays

ASCS is officially closed on the following days.

January 1st – New Year's Day

Memorial Day

July 4th – Independence Day

Labor Day

Thanksgiving Day

December 25th – Christmas Day

TOR for these times will be approved in the order of submission as time off becomes available through the office, and is limited in quantity.

Medical Leave of Absence

Upon written application by an employee who has at least three months of continuous service with the company, ASCS will grant to the employee for an appropriate period of time a leave of absence without pay for medical reasons, subject to the requirements set forth below. The company reserves the right to request a certificate or statement from the employee's physician establishing the employee's physical need for the leave of absence. An employee returning to work from a leave of absence in the case of illness or injury will present a certificate or statement from the employee's physician indicating that the employee is able to return to work.

The following requirements will be applicable to employees on all types of leaves of absence:

- ☛ An employee on any leave of absence shall not return to work prior to the expiration of his or her leave without the prior written consent of the company.
- ☛ An employee who does not return to work at the end of his or her leave of absence will be considered to have voluntarily resigned from employment with ASCS.
- ☛ If an employee returns to work within eight weeks after the leave of absence begins, the company will return the employee to employee's previous job, if the job exists and if the employee remains qualified and able to perform the work in such job.
- ☛ If an employee returns to work more than eight weeks after the leave of absence begins, the company shall not be required to return the employee to any job within the company.
- ☛ An employee who accepts other employment while on any leave will be deemed to have voluntarily resigned his or her employment with the company.

Bereavement Leave

The company will provide time off without penalty for employees to attend the funerals of family members and friends. We will approve whatever period of time is necessary and appropriate under the circumstances. Documentation may be requested.

Jury Duty

ASCS will grant employees time off for mandatory jury duty or court appearances as a witness when the employee must serve or is required to appear as a result of a court order or subpoena. A copy of the court order or subpoena must be supplied to the employee's supervisor/manager when requesting time off. ASCS does not pay for time lost because of jury duty.

Transportation

Every employee is required to have a valid driver's license and a clean driving record. If

during employment the employee for any reason fails to secure any of these requirements, management must be notified immediately and the employee will be given 30 days to obtain said requirements. Failure to obtain the needed job requirements within 30 days will be considered a quit on the part of the employee. Every employee is required to share in driving as needed.

Privacy

ASCS recognizes our employees' rights to privacy. In achieving this goal, the company adopts these basic principles:

1. The collection of employee information will be limited to that which the company may need for business and legal purposes.
2. The confidentiality of all personal information in our records will be protected.
3. All in-house employees involved in record keeping will be required to adhere to these policies and practices. Violations of this policy will result in disciplinary action.
4. Internal access to employee records will be limited to those employees having an authorized, business-related need-to-know. Access may also be given to third parties, including government agencies, pursuant to court order or subpoena.
5. The company will refuse to release personal information to outside sources without the employee's written approval, unless legally required to do so.
6. Employees are permitted to see the personal information maintained about them in the company records. They may correct inaccurate factual information or submit written comments in disagreement with any material contained in their company records.

Telephone

Each employee must have their own cellular phone on from 8:30am to 5:30pm each day or until the completion of their last job, whichever is later. We may need to reach you regarding changes in your schedule for the day.

Employees are expected to keep personal calls during working hours to emergency status calls only. Any other calls are to be postponed and completed during their own time.

No calls, other than those coming from ASCS management are to be accepted while in a client's home/office.

The office phone number, 970-215-2224, may be given to family members and schools in case of emergency. The staff will then find the employee to convey the emergency message.

No Contact Rule

Employees are not permitted to socialize with their assigned clients during or after working hours. Dating, telephone contact, social media contact, leaving the property with a client for any reason, dining, or any other unauthorized non-work related activities will not be tolerated.

Employees are not permitted to contact any client for any reason during or after working hours regarding any subject that is work related or non-work related.

Any violation of the no contact rule will be grounds for immediate termination.

Conduct

You are acting as a representative of this company if you are wearing any company logo'd attire and/or name badge or driving a vehicle with the company signage. Appropriate and professional conduct must be maintained at all times while on the client's property as well as in public regardless of whether or not a client is present. Use of foul or otherwise inappropriate language or behavior while on a client's property or in public will not be tolerated. Violations of said conduct policy may result in disciplinary action up to and including termination.

Social Media

Personal internet postings should not disclose any information that is confidential or proprietary to the company or to any third party that has disclosed information to the company, including clients, prospects, and vendors. No names, addresses, phone numbers, codes, photographs, or other identifying information will be tolerated. Employees should neither claim nor imply that they are speaking on the company's behalf. If an employee comments on any aspect of the company's business they must clearly identify themselves as an employee and include a disclaimer such as "the views expressed are mine alone and do not necessarily reflect the views of All Star Cleaning Services."

Door & Alarm Codes

Employees of ASCS are issued a door code to the office and an alarm code. These codes are to be kept strictly confidential and not to be shared with anyone. Violation of this policy may result in immediate termination.

Theft

All thefts of customer, company, or fellow employee possessions will be prosecuted and will result in immediate termination.

If a customer reports theft in their home, the company will obtain any pertinent facts from the customer. The company will then begin an internal investigation of the possible theft. The company will encourage the customer to report the theft to the police. All employees are expected to cooperate fully with any internal/police investigation. During the investigation, all employees who were in the customer's home may be suspended pending the investigation and cannot return to work until the investigating police officer indicates that the employee is cleared of any suspicion. Theft is grounds for immediate termination.

Daily Team Records

Daily Team Records service as both your time sheet and the record from which we bill our clients, so accuracy is vital. Each team record must be 100% completed each day and signed off on as complete and accurate before it is turned in. Falsification of Daily Team Records will result in disciplinary action up to and including immediate termination.

Inspections

A failed quality inspection is defined as 3 class I items found in the same room, or 1 class II item.

An example of a class I item would be:

A smudge on a mirror

A small area of dusting overlooked

A dirty switch plate

A single missed picture frame

An example of a class II item would be:

Pee on the toilet

Pubic hair anywhere

Pink in the shower or in the toilet

Missing the inside of the microwave

A failed Quality Inspection may result in the notation of a Yellow Light or a Red Light in your quality file depending on the number of failed rooms/areas (see Quality Driven.)

Quality Driven

Each day ASCS sends out an email to the previous day's clients asking them to rate their cleaning. They have 4 options to choose from:

Gold Star - You are on fire, doing amazing work

Green Light - You are doing just fine at the moment

Yellow Light - I've a few concerns about your work

Red Light – Very Dissatisfied

You will be issued a weekly report detailing each vote received including client name, teammate(s) on the job, and any comments submitted by the client, your weekly Quality Score and your quarter-to-date Quality Score, as well as your attendance info.

Quarterly Expectations: In order to maintain employment in good standing and qualify for earned PTO and Maid Bucks All Stars are expected to maintain:

- Quality Score of 3.6 or higher
- Fewer than 8 combinations of red/yellow for the (rolling) 13 week quarter

Following a combination of Yellow & Red Lights:

After 8 Yellow/Red Lights in the Quarter: All Star will be subjected to a Write Up with a written plan on how All Star will address issues and will not be eligible for promotion internally until next quarter. All Star does not qualify for any bonus options including Maid Bucks or Day Off coupons until next quarter.

After 12 Yellow/Red Lights in the Quarter, All Star will be terminated for not adhering to company standards and policies.

Red Lights are treated with a greater degree of seriousness than Yellow Lights. **After 4 Red Lights in the Quarter**: All Star will be terminated for not adhering to company standards and policies.

Quality Score

Your quality score is calculated weekly as an average of the scores submitted by your clients through the Customer Thermometer email sent out daily by the office. It is calculated as follows:

Gold Star - 4 points
Green Light - 3 points
Yellow Light - 2 points
Red light - 1 point

Your quality score is the average of all score submitted Friday - Thursday each week. You are expected to maintain a minimum average of 3.6 per quarter to maintain employment with ASCS. Your scores are posted each Friday in the meeting room, and reflected on your weekly report. It is your responsibility to monitor your client feedbacks and overall quality score.

WHY PEOPLE FIRE THEIR HOUSECLEANING SERVICE

- ⊗ People will fire us if we are late, or come at wildly varying times.
- ⊗ People will fire us if we forget to lock the door, or lock the cat out of the litter box area.
- ⊗ People will fire us if we are sloppy with how we treat their home.
- ⊗ People will fire us if we are rude, if we look scary, if we don't seem nice.
- ⊗ People will fire us if we break a lot of things in their home.
- ⊗ People will fire us if we are rushing.
- ⊗ People will fire us if we change their schedule too much.
- ⊗ People will fire us if we do not do what we promised to do.
- ⊗ People will fire us if we are inconsistent in the services we deliver.
- ⊗ People will fire us if they don't know what to expect.
- ⊗ People will fire us if we don't cheerfully offer to fix our mistakes.
- ⊗ People will fire us if we are defensive when they have a question or problem.
- ⊗ People will fire us if they do not feel comfortable asking us to do something differently.
- ⊗ People will fire us if they feel they are getting bad quality service for the money.
- ⊗ People will fire us if they think we don't care about them or their home.

WHY PEOPLE HIRE US AS THEIR HOUSECLEANING SERVICE

- ☺ We act professionally.
- ☺ We make them feel good.
- ☺ We care about their home.
- ☺ We care about them.
- ☺ We get to know them.
- ☺ We give them positive suggestions.
- ☺ We take care of their problems.
- ☺ We make things shine.
- ☺ We make their lives better.
- ☺ We are the experts.
- ☺ We are consistent.
- ☺ We are responsive.
- ☺ We are prompt.
- ☺ We don't get in the way.
- ☺ We do our job and then leave.
- ☺ We straighten up the home as we clean.
- ☺ We enjoy what we do.
- ☺ We make their friends jealous.
- ☺ We smile.

Dress Code

Employees receive three (3) shirts, but may purchase additional for \$15 each. Upon termination of employment, three (3) shirts must be returned or \$15 per shirt will be withheld from the employee's paycheck.

Jeans and rubber soled slip-on shoes (sneakers are recommended) are required and must be furnished by the employee. Absolutely no open toed shoes or flip flops! All clothing must be clean, and free of wrinkles, holes, frays, stains, and bleach spots. Good personal hygiene is a must!

Client Referral Bonus

Employees are encouraged to recommend and refer interested people for service with All Star Cleaning Services. Employees that do not have sales commission as part of their compensation may qualify for a client referral bonus when a referred prospect signs up for recurring cleaning service, and completes two (2) months of service (check with management/owner for the current amount).

Emergency Closings and Inclement Weather

Except for regularly scheduled holidays, ASCS will be open for business on Mondays through Fridays. In the event of snow, ice storms, or other poor weather employees should assume that it is a normal work day and arrive on-time unless notified by a manager. If you are unable to use your own transportation, contact the office and we may provide transportation for you. In the case of a "weather emergency", where city

officials are urging evacuation, or staying inside of a safe location, then stay where you are and contact the office to discuss with your manager.

Outside Employment

Employees may maintain employment outside of ASCS, provided they are not in violation of ASCS's non-compete agreement. Independent cleaning or employment by a third party cleaning service is not permitted at any time. All of ASCS supplies, equipment, and materials are not to be used on another job site. Employees found in violation of any of the above may be immediately dismissed, and damages may be legally sought.

Job Premises

Only legitimate ASCS employees (or authorized independent contractors) are allowed to be at client sites without express permission. Neither minors, nor adults may enter a client location without management permission. Client locations are considered confidential information and the locations are not to be disclosed. Violation of this policy is grounds for immediate dismissal.

Tips

1. Tips are to be evenly split by the team cleaning that day.
2. Extra compensation for extra work is not considered to be a tip & must be turned over to the office.
3. All tips must be reported to the office.
4. Holiday tips (larger than usual tips left during the month prior to Christmas) are intended for the regular cleaning team and must be turned over to them regardless of who cleaned that day.